



App. No. 09/400,320  
Amdt. dated October 7, 2005  
Reply to Office Action of April 7, 2005

37770

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: :  
: :  
John C. Mears, et al. : Group Art Unit: 2642  
: :  
Serial No.: 09/400,320 : Examiner: TIEU, Benny Quoc  
: :  
Filed: September 21, 1999 :  
: :  
For: A CONTACT CENTER SYSTEM :  
CAPABLE OF HANDLING :  
MULTIPLE MEDIA TYPES OF :  
CONTACTS AND METHOD :  
FOR USING THE SAME :  
: :  
Customer No. : 001609 :

Mail Stop Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

AMENDMENT

Sir:

In response to the Office Action dated April 7, 2005, please amend the above-identified application as follows:

Amendments to the Claims are reflected in the listing of claims which begins on page 2 of this paper; and

Remarks/Arguments begin on page 11 of this paper.

A Declaration under 37 C.F.R. 1.131 is being filed concurrently herewith.

10/11/2005 JADD01 00000094 09400320

01 FC:1201	1200.00 OP
02 FC:1202	500.00 OP
03 FC:1253	1020.00 OP